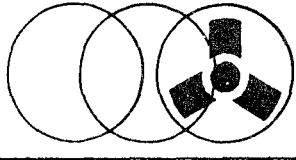


the RECORD



Published by the
Registration and Student Records Office
UNIVERSITY OF MINNESOTA



150 Williamson Hall
Minneapolis, MN 55455

January 3, 1980

Volume 3, Number 3

RECORDS RETROSPECTIVE

As the seventies began, students were occupying Morrill Hall (then the home of the Records Office), and police were clashing with students on the University's picturesque and once serene Northrop Mall. Besides agitating for withdrawal of American forces from Southeast Asia and for more equitable treatment of minorities, the students were appealing to the University for more "involvement" in the political and educational process, for "relevance" in the classroom, and for extensive changes in both curricula and grading--changes in which students would play a significant role. By mid-decade, the campus was quieter, and some said that student activism had had its day. But already the University, along with the rest of the country, had changed, and so had the Records Office.

Throughout the decade, the Records Office followed two parallel and complementary paths: as services were increasingly computerized, so too were they personalized, in part at least because the increased efficiency caused by computerization left more staff energy for individual attention to students. Personalized service also grew out of student activism, which underscored the need to listen and respond to students' demands. One of the principal and ongoing tasks of the Records Office during the decade was to meet this need while also preserving the integrity of the University's academic enterprise and of its own policies and objectives.

Recognizing the need to be responsive to students as well as to the needs of the University's colleges, the Student Relations and College Relations units were created in 1977 as part of a wholesale reorganization of the office--the first to serve as a sounding board, information service, and problem-solving center for students; and

the latter to serve similarly for the colleges. The reorganization, which coincided with the move from Morrill to Williamson Hall, eventually led to greater specialization within the office and, consequently, better recordkeeping, more efficient production and delivery of transcripts, better communication with University staff and students, and more expeditious handling of students' problems and requests--and, we hope, happier students.

Although it may not seem appropriate to refer to students as "consumers" of education, much of what happened at the University in the seventies is understandable as a response to consumerism, or as a belief that students ought to "get what they pay for" and be given the right to seek redress whenever they find the "product" unsatisfactory. One consequence of this "consumerist" emphasis has been the clarification, codification, and publication of students' rights--specifically, in the Records Office, definition of students' right to privacy and access to their academic records as well as their right to challenge any policy or any item on their record that seems to them unfair or inaccurate. As a consequence of privacy laws, the Records Office has made the contents of any student's record a carefully guarded secret, to be revealed only to the student or his/her college or to someone with the student's written authorization. Because phone requests for transcripts are no longer accepted, the volume of mail requests has increased along with the number of in-person requests. Although this policy may cause some occasional inconvenience for those who would prefer simply to pick up the phone, it has also given control of records to the students themselves: they alone can decide who may know how they have registered and fared academically.

Another important consequence of student activism was the partial revamping of the grading and transcript systems in 1972, when the dual transcript system was instituted and the F eliminated as a grade. Under the new system, students were no longer penalized for non-achievement; "failure" was no longer officially recognized as an academic possibility. Only an internal record, the operational record, included N's, I's, and W's; the official transcript, the public record, showed only positive achievements. The N, for all practical purposes, had disappeared from public view, and students were being encouraged to experiment and take academic chances for which they would no longer risk the stigma of failure. It was hoped that in the absence of penalties for failure, students would come to value learning "for its own sake."

For a number of reasons, the late seventies saw a reappraisal and sometimes reversal of trends that had gathered momentum in the earlier part of the decade. The grading system became the focus of attempts to restore the "standards" that some claimed had been thrown out with the bathwater. In 1977, the traditional single transcript system was reinstated; in 1979, the grade point average was restored as a method of quantifying students' academic achievement; and the F, although it did not reappear on the Twin Cities campus (as it did at Duluth), began to win friends.

Probably the most important internal change in the office during the seventies was the computerization in 1972 of the student record-keeping system and the substitution of microfiche for paper as the primary means of reporting students' records to colleges. Among the many advantages of the computerized system have been improved access, improved reporting capabilities, better security, and of course generally improved efficiency. These same advantages, and then some, will no doubt follow implementation of the computerized registration system sometime in 1981. This new system, the culmination of more than a decade of brainstorming and concentrated effort, will put to rest a registration system virtually unchanged since the 1940's and will mark the virtual beginning of a new decade in Record Office's history of service to students and their colleges. HAPPY NEW YEAR!

BULLETIN SUPPLEMENT PRINTED

To help conserve the supply of bulletins, particularly the General Information Bulletin, we have prepared a supplement that will be given or mailed to persons requesting information about fees, dates, and other matters of general information contained in the supplement. Currently, students wanting information about fees are given a General Information Bulletin; this practice is very costly.

A copy of the supplement is enclosed with the newsletter. If you have comments or questions, please contact Barbara Foster or Eugenia Smith, 6-1656.

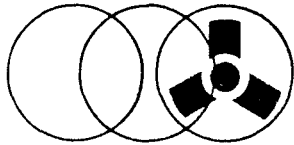
WINTER QUARTER DATES

- | | |
|-------------|---|
| January 16 | Last day students may cancel without <u>W</u> . |
| January 18 | Official end of second week for statistical reports. |
| February 11 | Last day for undergraduates to pay graduation fees for winter quarter. |
| February 15 | Last day for students in Graduate School to pay graduation fees for winter quarter. |
| February 18 | President's Day, holiday. |
| March 13 | Last day of instruction. |
| March 22 | End of winter quarter. |

***** UPDATES *****

Updates for winter quarter will be January 23, February 13, March 12, and March 26. Fiche will arrive in college offices 5 days following these dates.

the RECORD



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150 Williamson Hall
Minneapolis, MN 55455

May 5, 1980

Volume III, Number 4

REGISTRATION SYSTEM PROGRESS REPORT

The registration team is still hard at work, putting the finishing touches on the new registration system's external design, working out refinements in the system, planning space allocation for computer terminals and registration queues, and preparing training materials. In the spring of 1981, when the new system is expected to make its first Twin Cities run, registration terminals will be located in both Fraser Hall and Coffey Hall, as well as in Williamson, where handicapped students will continue to register. The following fall, "satellite" terminals will be placed in several locations, with one on the west bank, one in the health sciences complex, and one in the IT complex. Training of college personnel who will be using the system is currently scheduled to begin in August or September.

STUDENT RELATIONS PHONES

The "rotating" telephone system installed last fall in Student Relations has been helping the staff to handle the more than 300 calls per day coming in on the student line, 6-1680. Each caller on this line hears a prerecorded message that explains procedures for requesting transcripts both in person and by mail. If a student needs more information or assistance, he or she is put on hold until his/her call is answered in sequence. With this system, one of the most often-asked questions--"How do I get a transcript?"--is answered automatically with little or no staff time required. This leaves staff members free to handle more specific problems and questions and gives students better service. As one staff member put it, "We no longer have to repeat the office address 25 times per day while other callers get busy signals." The automatic call sequencer is not used for the unlisted

college number, 6-1683, which should be used by personnel in college offices who have questions about individual students.

ENROLLMENT

Total spring quarter enrollment of 50,260 is the highest for any spring quarter in the history of the University. Although new student enrollment declined slightly (by about 250 students) from spring quarter 1979, the increased number of students continuing from winter quarter (up almost 2,000) more than compensated for that decline. Questions about official registration statistics should be directed to Barbara Foster, 6-1656.

INSTRUCTORS' HANDBOOK

Eugenia Smith, Assistant Editor in the Records Office, has prepared a handbook for instructors and student personnel people (e.g., college and department advisers), enumerating and explaining Records Office policies and procedures that directly bear on their interactions with students. The handbook has been distributed "in limited edition" to deans, department heads, and directors of academic programs and student advising offices. These people have been asked in a cover letter from Charles Liesenfelt to make the handbook available to their staffs, perhaps as a desk reference. A future handbook, updated for the new registration system, will be sent in a mass mailing to many more people, including advisers and teaching faculty.

If you have not seen the handbook or it has not been made available to you, you may be able to receive a copy from the Records Office. To request a copy, call Eugenia Smith at 6-1656. Since the number of extra copies is quite limited, we may not be able to honor all requests.

TRANSCRIPTS AND CERTIFICATION

When students ask where they can obtain transcripts, they should be sent to Window C or D, 155 Williamson Hall, just down the hall from Student Relations, at the bottom of the escalator. They should not come to Student Relations for routine transcript requests. Student Relations will handle problems and questions that cannot be handled routinely at the transcript window.

Other services available at 155 Williamson include the following:

Window A

"good student" insurance certification
athletic eligibility
duplicate fee statements
I,D. authorizations
I-20 forms (foreign students)
loan deferments
name change
V,A. certification
late fee adjustments

Window B

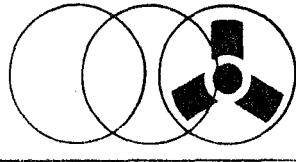
scholarships
reciprocity forms
duplicate fee statements
I,D. card authorizations
late fee adjustments
refunds and certification holds
name change

Windows A and B are open from 8:30-4:15 each working day; windows C and D are open from 8:30-4:00. Students must request transcripts either in person or by mail. A student requesting a transcript at the window must show a picture I,D. or some other acceptable form of identification. If a student sends somebody else to request a transcript, it must be with his or her written authorization and I.D. card.

DO YOU KNOW, . . .

- . . . that effective fall quarter 1980, the \$2.00 lab fee will no longer be assessed.
- . . . that the first term of summer session begins on Tuesday, June 10, and second term on Monday, July 21. A Monday starting date was being considered for first term, but the idea was dropped as infeasible.
- . . . that updated microfiche for the rest of spring quarter will be arriving in college offices on May 14, June 4, and June 25.
- . . . that if you have questions about microfiche and how to use it you should call Barbara Foster, who will answer individual questions or schedule workshops to explain its use.
- . . . that students applying to graduate fall quarter and beyond will be paying increased graduation fees. The basic graduation fee, which includes a small diploma, will be \$12.50 (currently \$10.00); for a large diploma, the total fee will be \$20.00 (currently \$17.50). Diploma replacement fees will be \$10.00 and \$12.50 for the small and large diplomas respectively.
- . . . that you should send routine correspondence, such as grade reports, hold releases, hold requests, memo entries, and record corrections, directly to Record Maintenance, and not to Student Relations. Only problems requiring interpretation or investigation should be sent to Student Relations. All phone business, however, should be conducted with either Student Relations, 6-1683, or College Relations (Barbara Foster), 6-1656. Call Student Relations with questions about individual students' records; call Barbara Foster with questions about policies and procedures or about problems affecting groups of students.
- . . . that Robert Hammel, director of St. Paul A&R, will be taking over the duties of Jim Doten, A&R officer in charge of operations, until September, while Jim is on special assignment.

the RECORD



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UNIVERSITY OF MINNESOTA



150 Williamson Hall
Minneapolis, MN 55455

July 2, 1980

Volume III, Number 5

ANNUAL TRANSCRIPT MAILING

Transcripts are being mailed to students and delivered to college offices this week. Because of some reformatting and a new laser print process, the transcripts have a new look--and both staff time and production and mailing costs have been significantly reduced from past years, while the quality of the transcripts has improved. All University students who receive transcripts are the beneficiaries of this new system.

The most obvious change is the improved quality of the print on the transcripts. Other "behind-the-scenes" changes are less visible but no less important. Costs and staff time have been reduced in several ways: transcripts now arrive prefolded, eliminating the need for tedious and time-consuming individual hand folding of more than 100,000 separate sheets of paper, not including registration and fee payment inserts; transcripts are printed in zip code order, permitting bulk mailing and reducing postage costs substantially; and names and addresses are printed for window envelopes, eliminating the need for separate printing and attaching of over 50,000 labels. The use of window envelopes has also eliminated the risk of mailing a transcript to the wrong student, as was possible when labels had to be matched up with transcripts before mailing.

Students with holds on their records do not receive transcripts, but they will be receiving fall quarter registration instructions and 1980-81 tuition and fee information. In addition, they will be receiving letters explaining why they are not receiving transcripts and directing them to the appropriate offices for clearance of the holds. In past years, students with holds simply did not receive any mailings at all; if they wanted an explanation, they had to make a special trip to the Records Office. Such inquiries will no longer be necessary.

Ask Bob Hammel, Dorothy Kirsch, Judy Madsen, or any of the other staff members working on the mailing whether it's working; their cheerful faces will answer the question. Clearly, students are not the only beneficiaries.

VA REPS

VA representatives are no longer available in the Records Office to serve as liaisons with the Veterans Administration. Students must now deal directly with the VA, by either visiting the Fort Snelling office or calling 726-1454. Certification of veterans will be handled as before at the Certification window, 155 Williamson Hall.

DAILY REFUND

The President's Office has established an official procedure for handling students' requests for a refund of the \$2 portion of the student services fee that is allocated to the Board of Publications. Beginning fall quarter, students who choose not to support publication of the Daily may seek a \$2 refund from the Bursar's Office during the first two weeks of the quarter. Refunds will be issued only to students who have paid the student services fee and who present to the Bursar a paid, receipted fee statement for the quarter in question. For fall quarter, the deadline for obtaining refunds is Friday, October 10. No refunds of this kind will be issued after that time. This policy will be published in the Class Schedule each quarter and in the General Information Bulletin.

FICHE UPDATES

Fiche updates for the remainder of the summer will be July 7, July 23, August 13, August 27, and September 17. College offices may expect to receive microfiche approximately five days after the updates.

GRADUATION FEE DATES

Effective fall quarter, deadlines for degree applications and payment of graduation fees for undergraduates will be about two weeks earlier than in past years. The dates have been moved back to ensure that commencement programs will be printed in time for all graduation ceremonies. In the past, fee payment due dates and the production schedule for the programs were based on Graduate School commencement (generally the last day of the quarter), and programs were not always completed in time for colleges whose commencement ceremonies were scheduled for an earlier time. The new schedule will allow more time for printing of the program after paying students are cleared for graduation.

Graduation fee deadlines for 1980-81 are as follows:

<u>Quarter</u>	<u>Undergraduate*</u>	<u>Graduate**</u>
Fall	October 22	November 12
Winter	February 9	February 13
Spring	April 8	May 8
SSI	June 9	-----
SSII	July 17	July 17

*Includes students in professional degree programs (e.g., M.Ed.).

**Includes only students registering in the Graduate School.

DO YOU KNOW . . .

. . .that students wanting extension work transferred to their day school records must submit a separate request for each quarter of work to be transferred. Transfers of CEE work to day school records are not automatic. To request such transfers, students may either call or visit Student Relations, 376-1680, or fill out a request for transfer of CEE work at the Certification Window, 155 Williamson Hall.

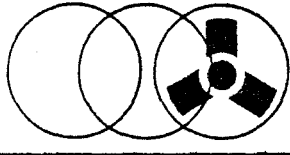
. . .that the 1980-81 edition of the General Information Bulletin is scheduled for publication on July 28. New bulletins should be available at the information booth in Williamson by the first week in August. If you wish to order a bulletin after that time, call the service bureau at 3-2153.

. . .that because the 8-page supplement to the University bulletin was such a success, it is being published again this summer. The supplement includes information about tuition and fees, dates, admission to the University financial aid, health coverage, and other matters concerning current and prospective students. It should be coming out in late July.

. . .that Chuck Byrne of the School of Music and Mary Dew of the A&R Data Retrieval Center are working with the Registration Team this summer to help implement computer checks for the new system. Computer checks are data (student and course information) that the computer needs to "know" in order to check students' eligibility to register for certain courses--i.e., to ensure that registering students satisfy certain course requirements, such as "juniors and seniors only" or "CBA students only," before they are permitted to register for the courses in question. In brief, a computer check is prerequisite information that can be checked by computer.

. . .that old, outdated forms should not be used for reporting grades, cancelling/adding courses, or conducting other business with the Records Office. Many offices have kept obsolete forms in stock after new forms have been developed to accommodate new policies and procedures or to answer a need for more or different information. Not all old forms are obsolete, of course; those that are not you may continue using until the supply is depleted. If you are in doubt about the currency of a form, call Shirley Mauch in the service bureau, 3-0165.

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150 Williamson Hall
Minneapolis, MN 55455

Volume III, Number 6

September 30, 1980

GEN COLE RETIRES

As the relative quiet of a University summer retreats from the advance of fall quarter's thundering herds, the busiest time of year is beginning for many of us-- particularly so for Gen Cole. This fall, though, Gen will be greeting students and dispensing information for the last time from her niche in the Williamson Hall information booth. On October 31, after almost 28 years of tireless and cheerful service to the University, she will be retiring.

For many of her 28 years at the University, Gen has been one of the most visible people on campus. Ask some people about Gen Cole and they might say, "Gen who?" But show them a photograph, and they will instantly recognize her as "that friendly woman in the information booth." Probably few people on campus are so widely recognized. And hardly a student on campus has not at one time or another approached her to ask, "Could you tell me where...?"

To those who know Gen as more than "that friendly woman in the information booth," her departure from the University will leave an enormous gap. Her colleagues will miss her, and they wish her well.

STAFF MOVE TO ST. PAUL

Sheila Berger, supervisor of Degree Clearance, left Friday, September 5, to begin her new position as A&R Assistant in St. Paul Admissions and Records. Bob Hammel, her new boss, continues as acting head of operations in the Records Office while Jim Doten is working with the registration team. Until a new supervisor is hired, Dorothy Kirsch will be acting supervisor of the degree clearance staff.

SENIOR CITIZEN ORIENTATION-REGISTRATION

On Wednesday, September 24, at 2:00 p.m., Eugenia Smith conducted an orientation session for persons planning to register through the Senior Citizen Education Program. A brochure describing the program is enclosed with this newsletter. If you are interested or know anybody who is, please call Eugenia at 6-1656.

If you work in a registration or advising office and have been seeing a student who may qualify, please tell that student about the program. Senior citizens have sometimes registered as regular students for several quarters before discovering that they could register tuition-free. Because they are entitled to this privilege by law, we should try to catch them before they get lost in the system. You may call Eugenia if you have any questions.

NEW STUDENT DATA BASE

On Wednesday, October 15, conversion to the new student data base will begin, in anticipation of the computerized registration system. Between that day and the Wednesday following, no changes may be posted to student records. Grade changes, cancellations, and other changes that come into our office during that week will be held for input after the conversion is completed. Records may be called up for viewing during that time, even though they cannot be changed.

SMF UPDATES

Updates for fall quarter will be September 17, October 1, October 15, November 5 (historical), November 19, December 3, and December 29. Fiche will arrive in college offices about five days following these dates.

BULLETIN SUPPLEMENT AVAILABLE

A copy of the 1980-81 University of Minnesota supplement is enclosed with this newsletter. The supplement, now in its second printing, has helped our office to meet two goals at once: improved service and a trimmer bulletin budget.

Before the supplement was published for the first time in 1979, the General Information Bulletin was routinely given to all people requesting general information about the University. Because many who requested bulletins needed only one or two items of information--tuition and dates, for example--the supply of General Information Bulletins was being depleted not only quickly but also needlessly, and at considerable cost. Now, with 40,000 supplements printed yearly, demand for the General Information Bulletin has declined dramatically. This year, only 45,000 were printed, as compared to 70,000 for 1979-80.

Both the General Information Bulletin and the bulletin supplement are available from the information booth in Williamson Hall. To request a copy, call 3-2153.

NEW BULLETIN SERIES

We are nearing the end of the 1979-81 bulletin series, which was inaugurated early in 1979 with publication of the Institute of Technology Bulletin. The Graduate School Bulletin, the last and biggest of the series, is now in production and will be published in November.

Also in November, University College is publishing an official bulletin, and the College of Pharmacy will be publishing a bulletin supplement for their remaining baccalaureate students. Because of extensive curriculum and program changes, the College of Pharmacy has not published a bulletin since 1977. The bulletin describing their new Pharm.D. program will be out early in the spring; the existing baccalaureate and Pharm.D. programs are being phased out.

A cover design has not yet been chosen for the new (1981-83) series, but we are currently reviewing applicants' portfolios and will be hiring an artist/designer sometime in October. As we did for this past series, we will be seeking input from individual colleges as they prepare bulletin copy.

DO YOU KNOW THAT . . .

...Since the University's first commencement in 1873, when two students graduated, more than 330,000 students have earned degrees at the University of Minnesota.

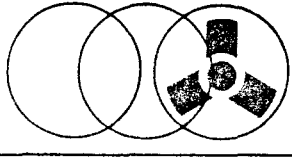
...With certain modifications, the current registration system is basically the same as it was in 1946, when it was established to accommodate returning veterans. During the years of its operation, enrollment has increased from about 15,000 to over 40,000 students per quarter on the Twin Cities campus (over 45,000 last fall quarter). The system has functioned remarkably well, considering the sizeable increase in numbers of students. Still, we look forward to a change. We'll keep you informed of developments.

...Students who stop attending class must officially cancel, even if they have not paid tuition and fees. If they do not cancel, a hold will be placed on their records the following quarter and will remain until they either pay the amount due or cancel retroactively. No refunds of tuition paid will be issued more than one year following the date for which a retroactive cancellation is effective.

...A new course authorization (A96) form must be submitted for each new course or for any substantive change in an existing course. Courses can be listed in the Class Schedule only if A96's exist or have been submitted for those courses. If you have any questions, please contact Judith Shalaby at 3-5286.

...Because of a printing error, the Table of Contents in the fall quarter Class Schedule is incorrect. Also, the fall quarter calendar, which usually appears on the last page of the book adjacent to the back cover, is on page 304. We apologize for any inconvenience this might have caused.

the RECORD



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UNIVERSITY OF MINNESOTA



150 Williamson Hall
Minneapolis, MN 55455

December 19, 1980

Volume III, Number 7

STUDENT DATA BASE CREATED

As you learned from our last newsletter, the new student data base was recently put into operation, completing one more step in the march toward computerized registration. Some of you, no doubt, have only a vague understanding of what the student data base is and how it affects recordkeeping and information storage. The explanation that follows should help to answer some of your questions.

The student data base is a computer system containing information relating to students' registrations and academic progress. A consolidation of the Active Student File and Student Master File, it can be immediately updated, making unnecessary the old transaction ("holding") file. It includes such information as courses taken and grades received, degrees granted, college of enrollment, major, adviser, and holds. It contains the entire academic history for students who registered at the University any time fall quarter 1972 or later (that is, for students whose records are computerized and available on microfiche). It contains only a partial history for students who registered at the University between fall quarter 1955 and fall quarter 1972 (when student records were first computerized). Because data base information for this second group of students may not reflect changes made to their records, the "linen" (handwritten) transcript may be a more accurate record for these students.

All information on the student data base can be accessed for viewing on CRT screens in the Records Office. This information is regularly updated with data entered via CRT by members of the Records Office staff. At the end of each day, it is further updated with information newly added to the applicant file (names, file numbers, transfer credits, and other information about newly admitted students).

When academic units receive their own terminals, they will have direct, on-line access to the data base files for their students. They may update their students' files with such information as collegiate holds and changes in majors or academic advisers. All course and

grade changes will continue to be entered by Records Office staff. The data base will tie into the new registration system in several ways. Most importantly, at the time of registration it will quickly verify for registration personnel that a student has been admitted and is eligible to register. The registration permits in use for so many years will no longer be necessary, and immediate updating of a student's registration status will be possible.

The registration project is progressing gradually toward its final stages, and is making its Duluth campus debut this spring quarter. We will be keeping you informed in future newsletters of each new development.

TRANSCRIPT CHANGES ANNOUNCED

Effective immediately, all Extension Classes coursework will be included in GPA calculations, University of Minnesota credit totals, coefficients of completion, and honor point calculations for day school students who have these credits transferred to their regular record. UMD extension work will also be included; previously, only Twin Cities work was included in these figures.

Credits earned through the CEE Department of Independent Study are listed separately on the transcript and still are not included in the above calculations. Extension Classes coursework that has been transferred to a day school record is bracketed if the student's college of enrollment does not approve the work for degree credit.

As before, students who wish to have extension work appear on their day school records must request that the work be transferred. To do this, they should either contact Student Relations (150 Williamson Hall, telephone 376-1680) or submit a request at the Transcript Service (155 Williamson Hall). For students in the Graduate School, Medical School, Law School, School of Public Health, and Master of Education programs, requests for transfer of extension work must be

approved by their college.

Also effective immediately, credits completed in the Duluth School of Medicine will appear on a combined UMD-Twin Cities Medical School transcript when a Duluth medical student transfers to the Twin Cities Medical School. Previously, these students had two separate transcripts recording Medical School work--one for Duluth and one for Minneapolis.

SENIOR CITIZEN REGISTRATION MOVED

Effective winter quarter, senior citizens--except for those with mobility impairments--will register in 202 Fraser Hall throughout the quarter. For previous quarters, they have registered in Fraser on their designated registration day (the second day of classes each quarter) and in 150 Williamson Hall thereafter. Beginning winter quarter, only senior citizens with mobility impairments will register in 150 Williamson.

COLLEGES RECEIVE MICROFICHE

Updates for winter quarter will be January 28, February 18, and March 25. Fiche will arrive in college offices about five days following these dates.

The historical set of fiche, which you received in late October, contains records for both current and noncurrent students. This set is produced once per year. Current fiche, which is regularly updated, includes records only for "current" student (students who have registered or have had a change made to their records any time during the current academic year). A current student who does not return to school the following fall quarter will be removed from the current fiche and will appear only on the historical file, until that student either registers or has a change entered on his or her record.

STUDENTS PAY TUITION SURCHARGE

As you know, a 10% tuition surcharge was approved by the regents for winter and spring quarters. The new rates were approved too late for inclusion in the winter quarter Class Schedule, but they will appear in the spring book. Course fees and the student services fee are not affected by the surcharge.

DO YOU KNOW . . .

. . .that all retroactive cancellations entitling a student to a refund must be accompanied by last date slips signed by the instructors. Students may not apply for any refund more than one calendar year following the end of the quarter in which they are seeking a cancellation.

. . .that the cancel-add policy during the summer is the same as during the regular academic quarters. Although the tuition refund schedule is modified during the summer, students have two weeks to cancel without a "W" appearing on their records.

DEGREE CLEARANCE SUPERVISOR NAMED

Margo Mueller, formerly office specialist in the Certifications unit of the Records Office, has been promoted to supervisor of the Degree Clearance unit. She replaces Sheila Berger who left in October to take a position in St. Paul A&R. Margo has been with Admissions and Records since July 1971, when she was hired as a clerk in the Files department.

INSTRUCTORS' HANDBOOK STILL AVAILABLE

Copies of the Instructors' Handbook are still available (in limited quantity). The handbook contains information about grading policies and procedures, holds, registration, privacy, and other matters related to Registration, Student Records, and Scheduling. Questions frequently come into our office that are answered in the handbook. Although parts of it will be outdated with the arrival of the new registration system, it is currently a very useful reference tool--and will be revised and redistributed in the fall. If you want one of the remaining copies of the current book, please contact Eugenia Smith at 6-1656.

FALL QUARTER GRADES TO BE DISTRIBUTED

Fall quarter grade slips for students in the College of Education, General College, Graduate School, School of Nursing, Institute of Technology, and the College of Liberal Arts will be available in the Armory Gym, 8 a.m. to 4 p.m., on Monday, January 5 only. Grade slips not picked up on that day will be available beginning January 12 at the Registration Center, 202 Fraser Hall. Grades for students in other colleges will be available in college offices beginning January 5.

